

Maintenance Management Standards

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Riverside County Regional Park and Open-Space District

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Executive Overview

The District Maintenance Management Standards are intended to provide high-level guidance in transitioning park and recreational facility maintenance and operation plans into a District wide maintenance management system.

Mission and Values

Mission- “To acquire, protect, develop, manage and interpret for the inspiration, use and enjoyment of all people, a well-balanced system of areas of outstanding scenic recreation and historic importance.”

District Values- We have witnessed results through action. We believe it so strongly; we anchored it within our key value statement.

Accomplishments: delivering on what we say we are going to do and sharing our successes

Connecting: developing relationships and bringing people together

Teamwork: sharing people and resources; alignment with agency mission

Innovation: creating a culture that removes barriers and uses technology

Outstanding Service: exceeding expectations

Networking: working in a collaborative approach

Stewardship: protecting and preserving our resources

Categories

All County parks shall be classified to one or more of the following five categories: (1) scenic parks, (2) recreation areas, (3) special recreation facilities, (4) historic/archaeological sites, and (5) regional equestrian, hiking and bicycle trails. The above classifications should be applied to the major use of each particular County park unit with full knowledge that there are overlapping qualifications in many cases. The following criteria shall apply to all District parks with the exception of the county-wide network of equestrian, hiking, and bicycle trails:

Scenic Parks- Scenic parks are areas of outstanding natural significance where the major values are geological, botanical, or zoological. The purpose of a scenic park is primarily the preservation of its outstanding natural features. Maintenance shall ensure that areas available for public enjoyment in a manner consistent with the preservation of the natural values.

Recreation Areas- A recreation area is comparatively large, accessible, of County rather than local importance with county-wide and regional drawing power, and

capable of providing adequate non-urban recreational activities such as camping, swimming, picnicking, boating, fishing, riding, etc.

Special Recreational Facilities- Special Recreation Facilities are Parks that serve a special recreational function such as equestrian center complexes, off-road vehicle parks, youth group resident camps, and other facilities which cater to the needs of special interest groups within the region.

Historical/Archaeological Sites- Historical and archaeological sites are units or areas established to preserve objects or locations of historic events representative of Riverside County's history. Rehabilitation should be as historically accurate as possible and be for the purpose of enriching the experience and increasing the appreciation of the historical significance of the site.

Regional Equestrian, Hiking and Bicycle Trails- Regional trails for riding, hiking and bicycling purposes are those trails as designated on the County's adopted General Plan. The trails are principally located within, radiating out from and interconnecting the principal recreation areas in the County.

Legal Requirements

The District must comply with many local, state and federal regulations that affect operations. Of the several types of regulations with which the District must closely monitor, several require significant attention:

Building Codes- Ensuring compliance with building codes is generally the jurisdiction of the County Building and Safety Division. As a separate legal entity, the District may contract with the County Facilities Division to conduct plan check, and inspection as necessary. Specialized consultants provide industry guidance in order to ensure compliance with ever-changing standards, which may be unique to the Park and Recreation profession.

Health Department Regulations- The County Environmental Health Department is primarily responsible for health code enforcement. This includes water and wastewater infrastructure as well as specialized facilities such as pools, kitchens and temporary food operations.

Safety and Loss Control Procedures- The County Human Resources Department Safety Division is primarily responsible for administering the Safety and Loss Prevention Program to protect those who visit county facilities or receive county services. It also provides corporate safety oversight, policy development, audits, support services, as well as internal training materials and educational videos. The Business Operations Bureau works closely with the Safety division as well as the District's Parks and Recreation Bureau and the Resources Bureau to ensure District

participants and employees remain safe. Areas that are monitored include, but are not limited to: Confined Space protection, Lock Out/Tag Out, Respiratory Protection, monthly safety talks, required trainings and certifications.

Accessibility- The District Planning Division ensures that all new or renovated buildings and facilities provide equal opportunities for persons with disabilities. Where accessibility guidelines have not been finalized, District staff ensures that programmatic accessibility is maintained.

Maintenance Operations

Riverside County Regional Park and Open-Space District manages a system that encompasses over 70,000 acres dispersed over a vast area. The District is committed to elevating maintenance activities by developing and implementing a Comprehensive Maintenance Management System. This system shall include assessing its operations and developing a Maintenance Management Plan for every District categorical site. The goal of this Maintenance Management Plan is to provide the most effective and efficient operational strategies as well as address the necessary resources to support the current and future parks system. Each Park has limited maintenance staff that is supported by seasonal volunteers and contract services. A central trades crew that serves all Parks and is staffed by a skilled trades professional provides heavier maintenance.

The maintenance modes provide the minimum standards that will be applied to the various District properties:

Mode I- State of the art maintenance applied to a high quality diverse landscape. Usually associated with high-traffic urban areas such as public squares, malls, governmental grounds or high visitation parks.

1. *Turf care* – Grass height maintained according to species and variety of grass. Mowed at least once every five working days but may be as often as once every three working days. Aeration as required, not less than four times per year. Reseeding or sodding as needed. Weed control should be practiced so that no more than one percent of the surface has weeds present.
2. *Fertilizer* – Adequate fertilization applied to plant species according to their optimum requirements. Application rate and times should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorus and potassium percentages should follow local recommendations from the County Extension Service. Trees, shrubs and flowers should be fertilized according to their individual requirements of nutrients for optimum growth. Unusually long or short seasons may modify the chart slightly.
3. *Irrigation-* Sprinkler irrigated. Electric automatic commonly used. Some manual systems could be considered adequate under plentiful rainfall

- circumstances and adequate staffing. Frequency of use follows rainfall, temperature, seasonal length and demands of plant material.
4. *Litter Control* – Minimum of once per day, 7 days per week. Extremely high visitation may increase the frequency. Receptacles should be plentiful enough to hold all trash generated between servicing without normally overflowing.
 5. *Pruning* – Frequency dictated primarily by species and variety of trees and shrubs. Length of growing season and design concept also a controlling factor, as are clipped hedges versus natural style. Timing usually scheduled to coincide with low demand periods or to take advantage of special growing characteristics such as pruning after flowering.
 6. *Disease and Insect Control* – Control program may use any of three philosophies: 1) Preventative; a scheduled chemical or cultural program designed to prevent significant damage. 2) Corrective; application of chemical or mechanical controls designed to eliminate observed problems. 3) Integrated pest management; withholding any controls until such time as pests demonstrate damage to plant materials or become a demonstrated irritant in the case of flies, mosquitoes, gnats, etc. At this maintenance level the controlling objective is to not have the public notice any problems. It is anticipated at Mode 1 that problems will either be prevented or observed at a very early stage and corrected immediately.
 7. *Snow Removal* – Snow removal starts the same day, as accumulations of ½ inch are present. At no time will snow be permitted to cover transportation or parking surfaces longer than noon of the day after the snow stops. Applications of snow melting compound and/or gravel are appropriate to reduce the danger of injury due to falls.
 8. *Lighting* – Maintenance should preserve the original design. Damaged systems should be repaired as quickly as they are discovered. Bulb replacement should be done during the first working day after the outage is reported.
 9. *Surfaces* – Sweeping, cleaning and washing of surfaces needs to be done so that at no time does an accumulation of sand, dirt and leaves distract from the looks or safety of the area. Repainting or restraining of structures should occur when weather or wear deteriorate the appearance of the covering. Wood surfaces requiring oiling should be done a minimum of four times a year. Stains to surface should be taken off within five working days. Graffiti should be washed off or painted over the next working day after application.
 10. *Repairs* – Repairs to all elements of the design should be done immediately upon discovery provided replacement parts and technicians are available to accomplish the job. When disruption to the public might be major and the repair not critical, repairs may be postponed to a time period, which is least disruptive.
 11. *Inspection* – Inspections of this area should be done daily by a member of staff.

12. *Floral Plantings* – Normally extensive or unusual floral plantings are part of the design. These may include ground level beds, planters or hanging baskets. Often multiple plantings are scheduled, usually at least two blooming cycles per year. Some designs may call for more frequent rotation of bloom. Maximum care of watering, fertilizing, disease control, disbudding and weeding is necessary. Weeding flowers and shrubs is done a minimum of once per week. The desired standard is essentially weed free.
13. *Restrooms* – Not always a part of the design but where required will normally receive no less than once per day servicing. Especially high traffic areas may require multiple servicing or a person assigned as attendant.
14. *Special Features* – Features such as fountains, drinking fountains, sculpture, speaker systems, structural art, flagpoles or parking and crowd control devices may be part of the integral design. Maintenance requirements can vary drastically but for this mode it would be of the highest possible order.

Mode II-High level maintenance – associated with well-developed park areas with reasonable high visitation.

1. *Turf Care* – Grass cut once every five working days. Aeration as required but not less than two times per year. Reseeding or sodding when bare spots are present. Weed control practiced when weeds present visible problem or when weeds represent 5 percent of the turf surface. Some pre-emergent products may be utilized at this level.
2. *Fertilizer* – Adequate fertilizer level to ensure that all plant materials are healthy and growing vigorously. Amounts depend on species, length of grow season, soils and rainfall. Rates should correspond to the lowest recommended rates shown on page 14. Distribution should ensure an even supply of nutrients for the entire year. Nitrogen, phosphorous and potassium percentage should follow local recommendations from the County Extension Service. Trees, shrubs and flowers should receive fertilizer levels to ensure optimum growth.
3. *Irrigation* – Some type of irrigation system available. Frequency of use follows rainfall, temperature, seasonal length and demands of plant material.
4. *Litter Control* – Minimum of once per day, five days a week. Offsite movement of trash dependent on size of containers and use by the public. High use may dictate once per day cleaning or more. Containers are serviced.
5. *Pruning* – Usually done at least once per season unless species planted dictate more frequent attention. Sculptured hedges or high growth species may dictate a more frequent requirement than most trees and shrubs in natural growth style plantings.
6. *Diseases and Disease Control* – Usually done when disease or insects are inflicting noticeable damage, reducing vigor of plant materials or could be considered a bother to the public. Some preventative measures may be utilized such as systemic chemical treatments. Cultural prevention of disease

problems can reduce time spent in this category. Some minor problems may be tolerated at this level.

7. *Snow Removal* – Snow removed by noon the day following snowfall. Gravel or snowmelt may be utilized to reduce ice accumulation.
8. *Lighting* – Replacement or repair of fixtures when observed or reported as not working.
9. *Surfaces* – Should be cleaned, repaired, repainted or replaced when appearance has noticeably deteriorated.
10. *Repairs* – Should be done whenever safety, function, or bad appearance is in question.
11. *Inspection* – Inspection by some staff member at least once a day when regular staff is scheduled.
12. *Floral Planting* – Some sort of floral plantings present. Normally no more complex than two rotations of bloom per year. Care cycle usually at least once per week except watering may be more frequent. Health and vigor dictate cycle of fertilization and disease control. Beds essentially kept weed free.
13. *Restrooms* – When present should be maintained at least once per day as long as they are open to public use. High use may dictate two servicing or more per day. Servicing period should ensure an adequate supply of paper and that restrooms are reasonably clean and free from bad odors.
14. *Special Features* – Should be maintained for safety, function and high quality appearance as per established design.

Mode III- Moderate level maintenance associated with locations with moderate to low levels of development, moderate to low levels of visitation or with agencies that because of budget restrictions can't afford a higher intensity of maintenance.

1. *Turf Care* – Cut once every 10 working days. Normally not aerated unless turf quality indicates a need or in anticipation of an application of fertilizer. Reseeding or resodding done only when major bare spots appear. Weed control measures normally used when 50 percent of small areas is weed infested or general turf quality low in 15 percent or more of the surface area.
2. *Fertilizer* – Applied only when turf vigor seems to be low. Low-level application done on a once per year basis. Rate suggested is one half the level recommended on page 14 for species and variety.
3. *Irrigation* – Dependent on climate. Rainfall locations above 25 inches a year usually rely on natural rainfall with the possible addition of portable irrigation during periods of drought. Dry climates below 25 inches normally have some form of supplemental irrigation. When irrigation is automatic a demand schedule is programmed. Where manual servicing is required two to three times per week operation would be the norm.
4. *Litter Control* – Minimum service of two to three times per week. High use may dictate higher levels during warm season.

5. *Pruning* – When required for health or reasonable appearance. With most tree and shrub species this would not be more frequent than once every two or three years.
6. *Disease and Insect Control* – Done only on epidemic or serious complaint basis. Control measures may be put into effect when the health or survival of the plant material is threatened or where public's comfort is concerned.
7. *Snow Removal* – Snow removal done based on local law requirements but generally accomplished by the day following snowfall. Some crosswalks or surfaces may not be cleared at all.
8. *Lighting* – Replacement or repair of fixtures when report filed or when noticed by employees.
9. *Surfaces* – Cleaned on complaint basis. Repaired or replaced as budget allows.
10. *Repairs* - *Should* be done whenever safety or function is in question.
11. *Inspections* – Once per week.
12. *Floral Planting* – Only perennials or flowering trees or shrubs.
13. *Restrooms* – When present, serviced a minimum of 5 times per week. Seldom more than once each day.
14. *Special Features* – Minimum allowable maintenance for features present with function and safety in mind.

Mode IV-Moderately low level – usually associated with low level of developed, low visitation, undeveloped areas or remote parks.

1. *Turf Care* – Low frequency mowing schedule based on species. Low growing grasses may not mowed. High grasses may receive periodic mowing to aid public use or reduce fire danger. Weed control limited to legal requirements of noxious weeds.
2. *Fertilizer* – Not fertilized.
3. *Irrigation* – No irrigation.
4. *Litter Control* – Once per week or less. Complaint may increase level above one servicing.
5. *Pruning* – No regular trimming. Safety or damage from weather may dictate actual work schedule.
6. *Disease and Insect Control* – None except where epidemic and epidemic condition threatens resource or public.
7. *Snow Removal* – None except where major access ways or active parking areas dictate the need for removal.
8. *Lighting* – Replacement on complaint or employee discovery.
9. *Surfaces* – Replaced or repaired when safety is a concern and when budget is available.
10. *Repairs* – Should be done when safety or function is in question.
11. *Inspections* – Once per month.
12. *Floral Plantings* – None, may have wild flowers, perennials, flowering trees or shrubs in place.

13. *Restrooms* - When present, five times per week.
14. *Special Features* – Minimum maintenance to allow safe use.

Mode V- High visitation natural areas – usually associated with large urban or regional parks. Size and user frequency may dictate resident maintenance staff. Road, pathway or trail systems relatively well developed. Other facilities at strategic locations such as entries, trail heads, building complexes and parking lots.

1. *Turf Care* – Normally not mowed but grassed parking lots, approaches to buildings or road shoulders, may be cut to reduce fire danger. Weed control on noxious weeds.
2. *Fertilizer* – None.
3. *Irrigation* – None.
4. *Litter Control* – Based on visitation, may be more than once per day if crowds dictate that level.
5. *Pruning* – Only done for safety.
6. *Insect and Disease Control* – Done only to ensure safety or when problem seriously discourages public use.
7. *Snow Removal* – One-day service on roads and parking areas.
8. *Lighting* – Replaced on complaint or when noticed by employees.
9. *Surfaces* – Cleaned on complaint. Repaired or replaced when budget will permit.
10. *Repairs* – Done when safety or function impaired. Should have same year service on poor appearance.
11. *Inspection* – Once per day when staff is available.
12. *Floral Planting* – None introduced except at special locations such as interpretive buildings, headquarters, etc. Once per week service on these designs. Flowering trees and shrubs, wild flowers present but demand no regular maintenance.
13. *Restrooms* – Frequency geared to visitor level. Once a day is the common routine but for some locations and reasons frequency may be more often.
14. *Special Features* – Repaired whenever safety or function is a concern. Appearance corrected in the current budget year.

Mode VI-Minimum maintenance level – low visitation natural area or large urban parks that are undeveloped.

1. *Turf Areas* – Not mowed. Weed control only if legal requirements demand it.
2. *Fertilizer* – Not fertilized.
3. *Irrigation* – No irrigation.
4. *Litter Control* – On demand or complaint basis.
5. *Pruning* – No pruning unless safety is involved.

6. *Disease and Insect Control* – No control except in epidemic or safety situations.
7. *Snow Removal* – Snow removal only on strategic roads and parking lots. Accomplished in two days after snow stops.
8. *Lighting* – Replacement on complaint basis.
9. *Surfaces* – Serviced when safety is considered.
10. *Repairs* – Should be done when safety or function is in question.
11. *Inspection* – Once per month.
12. *Floral Plantings* – None.
13. *Restrooms* – Service based on need.
14. *Special Features* – Service based on lowest acceptable frequency for feature. Safety and function interruption a concern when either seems significant.

Measurements

Governance- Government agencies are responsible for providing quality services at a reasonable cost, and reporting the results of their efforts to elected officials and the public they serve. To provide accountability, it is essential that government agencies clearly state why they exist and what they are trying to achieve. Moreover, they need to measure and report the degree to which they are able to accomplish the goals and objectives they have established. The District utilizes a balanced scorecard approach, which builds off Values, Perspectives, Objectives, Initiatives, Measurements, and Tactics in order to communicate progress related to the Mission.

Metrics-

1. #-Acres Under Management
2. #-Regional Trail Miles
3. #-CAPRA Standards Current
4. #-Tactics Completed
5. %-Employee Engagement Index
6. #-Training Hours

Summary

The District Maintenance Management Standards provide a basic outline, which guide the District in completing a Comprehensive Maintenance Management System. District employees are receiving the necessary training required in order to develop Maintenance Management Plans for each site. These standards provide the framework to ensure consistency between plans. As the District business needs change, so too will the Maintenance Standards in order to remain viable, relevant and useful.